



**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS**  
**Department of Behavioral Healthcare, Developmental Disabilities & Hospitals**

DIVISION OF DEVELOPMENTAL DISABILITIES  
6 Harrington Road – Simpson Hall  
Cranston, RI 02920

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Dear DD Community,

We are reaching out to update on how BHDDH will continue to contribute to the support of our individuals, their families and our providers during this stressful and uncertain time. Consistent with the Rhode Island Department of Health (RIDOH) and CDC guidelines related to COVID-19, all in home visits by the Division of Developmental Disabilities (DDD) social case workers will be suspended. In response to this action, however, we will be working across the Division **to make contact with all *non-residential* individuals and families to assess for any emerging needs or concerns and to provide resources related to this unprecedented state of emergency.** Our committed DD provider agencies will remain primary contact for the individuals supported in residential and shared living arrangements.

Effective immediately, all calls to the Division for social case work support **or for emerging care related situations** should be placed to the DDD Main Line – **401-462-3421**. We will have dedicated staff answering this line and/or responding to messages Monday through Friday business hours (8:30 a.m. – 4:00 p.m.). For any afterhours **urgent** support needs which are **not** related to one's health status or medical symptoms, please call **401-265-7461**. This call will be answered by a BHDDH coordinator until 10:00 p.m. daily and on weekends who will refer the call to a DDD Administrator. ***For all health-related concerns, please continue to follow RIDOH guidelines directing these calls to your primary care practitioners or medical provider. As always, if you are experiencing any type of serious medical or life-threatening emergency, call 911.***

In addition, we have developed an interim approval form for ISPs during this state of emergency which is being added to our website with instructions. This interim process provides for an extension of current DD services without having to coordinate an ISP. We will continue to address funding needs for health and safety as they emerge through existing processes. All Supports Intensity Scale (SIS-A) assessments will be postponed however we will address those requests for a reassessment on an individual basis.

Communication remains critical to supporting one another through this difficult public health crisis. We remain here for you, along with our partners across the State government and the DD provider network, to support strategies, resource needs and access to community services. We will continue to use this listserv and social media to keep you updated.

With sincerest hope that everyone remains healthy and safe,

*Kerri*

Kerri Zanchi  
Director, Division of Developmental Disabilities  
401-462-2721